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quick facts on...

Mission Support Program

OCTOBER 2006

The South Florida Water Management District

is a regional, governmental agency that oversees the water resources in the southern half of the state. It is the oldest and largest of the state's five water management districts.

Our Mission is to manage and protect water resources of the region by balancing and improving water quality, flood control, natural systems, and water supply.

2006 Key Accomplishments

- **Successful implementation of new business financial system**
- **Certificates of Participation issued for funding restoration projects**
- **Completion of leadership training program**
- **Small Business Enterprise program approved**
- **Implemented Improved Communication Plan**



The South Florida Water Management District is headquartered in West Palm Beach with nine regional service centers and eight field stations located in cities throughout its 16-county jurisdiction.

Agency Strategic Priority

To retain and recruit a high-quality, diverse workforce

Program Goal

To ensure business and data integrity in compliance with Florida Statutes and Governing Board policy by providing timely and accurate business, human resources, information technology, policy, outreach, and safety expertise within consistent, reliable, streamlined processes

The Mission Support Program delivers high-quality, cost-effective, business, legal and information technology services that enable the District and employees to succeed. Mission Support includes functions such as executive management, human resources, legal, ombudsman, financial management, risk assessment, internal audit, procurement, facilities management, legislative affairs, emergency and security management, information technology, flight operations, strategic planning, enterprise project management and public information.

In addition to the milestones shown over the Strategic Plan's 10-year time frame, this program has a high number of significant milestones that recur annually, including:

Human Resources

- HR Solutions Annual Report
- Employee Committee Annual Project Plan
- Annual training plan and schedule update
- Review cycles for job profiles
- Evaluate and refine managerial-supervisory curriculum starting in 2008
- Implement HR balanced scorecard starting in 2009

Information Technology

- Technology storage/backup systems review

Business Support

- Business Cycle
- Annual financial reporting
- South Florida Environmental Report
- Annual Audit Plan
- Inspector General Annual Report
- Improve building maintenance levels of service
- Implement retirement and health insurance enhancements

Public Information

- Improve external and internal communications
- Provide media program support to improve media coverage
- Enhance and broaden agency public information materials such as publications and web site

Service Centers

- Refine budgeting procedure to ensure full integration with programmatic strategies
- Update region specific communication plans

Security & Emergency Planning

- Emergency response training and exercises
- Annual Emergency Management & Security Plan

Project Management

- Project management enhancement and training



Emergency response and training are among the many activities under the Mission Support Program.



Cost-effective business, legal and information technologies and support enable the South Florida Water Management District and employees to succeed.

Strategies

- Continue to recognize the value of employees
- Attract, retain and develop a high-performance, team-oriented, diverse workforce
- Increase information technology effectiveness and efficiency
- Empower cross-functional project teams to make process improvements
- Increase employee proficiency in specific job skill areas
- Provide policy guidance and agency direction toward highest priorities
- Develop systematic controls for routine business functions
- Promote standard project management principles
- Apply conflict resolution to address raised concerns
- Document and disseminate District project results
- Maintain emergency readiness
- Increase contract management reporting
- Assist local governments in securing funding for local water resource projects

Success Indicators

- Number of strategies implemented to improve the District's work environment
- Number of Project Managers trained through required curriculum
- Number and value-added benefit of operational and technology improvement initiatives
- Financial audits successfully completed and recommendations incorporated into financial practices
- Number of partnerships with local governments and community-based organizations supported by Service Center staff
- Improved quality and increased quantity of media coverage
- Improved public awareness of District accomplishments
- Number of employees trained on SAP software
- Obtain unqualified (positive) opinion in annual financial audit



JR10/04/06

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SERVICE CENTERS

Big Cypress Basin/Naples
 239-597-1505
 Broward
 954-713-3200
 Florida Keys (Plantation Key)
 305-853-3219 or 800-464-5067
 Lower West Coast
 239-338-2929 or 800-248-1201

Martin/St. Lucie
 772-223-2600 or 800-250-4100
 Miami-Dade
 305-377-7274 or 800-250-4300
 Okeechobee
 863-462-5260 or 800-250-4200
 Orlando
 407-858-6100 or 800-250-4250
 Palm Beach County
 561-682-2283 or 800-432-2045